

04/03

Office Technician (Typing)

Bilingual - Spanish

\$2390-2905

One vacancy for Sacramento

Final file date: 04/18/03

Interested applicants should submit a standard state application form (STD. 678) to:

Carol LiVecchi

Personnel Office

1121 L Street, 7<sup>th</sup> Floor

Sacramento, CA 95814

Questions? Contact Carol at 916-327-5172

**Duty Statement**  
**Office Technician (Typing)**  
**Bilingual – Spanish**

Under the supervision of the Loan Servicing Manager, performs the following duties:

- 20% Performs customer service duties including answering telephone inquiries from borrowers requesting information on all phases of loan servicing, i.e., payment of taxes and insurance, escrow analysis, delinquent payments, recapture, pay off information, etc., and handles walk-in customers making mortgage payments and/or requesting information.
- 20% Performs the above-referenced customer service duties in Spanish for the non-English speaking borrowers.
- 30% Prepares payoff statements and updates information in writing and over the phone to title companies, escrow companies, lending institutions and borrowers.
- 15% Key inputs newly purchased loans setting up the master record, impounds, stops and flags, identifying subordinate loans and linking to bond issues.
- 10% Handles all payments received, and prepares and balances the daily deposits. Processes payoff checks upon receipt.
- 5% Upon request, sends out copies of loan documents, customer service activity statements, year-end statements, etc., and performs other duties as required.